

UI OPERATIONAL PERFORMANCE

Quarter Ending September 30, 1999

Prepared by The Division of Performance Management

January 2000

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Introduction

- ▶ This is the ninth in a series of quarterly reports designed to give a broad overview of UI operational performance and its basic context. Where available, data shown are for the quarter, or for the 12-month period, ending September 30, 1999.
- ▶ This issue's *Special Focus* section explores national trends over 1988-98 in the detection of nonmonetary issues and denial of ineligible. For CY 1998, it gives various analytical differences between States' rates of detecting issues, issuing nonmon denials, and denying all nonmonetarily ineligible claims. Analyses of this sort are necessary to assess the effect of increases in integrity funding, such as the \$35 million States received for FY2000.
- ▶ Users are encouraged to offer comments to the Division of Performance Management on the content, format and displays of the report. Please send comments to Burman Skrabble on 219-5223 ext. 140.

Macro Scene

- *For the quarter*, economic conditions remained strong as unemployment stayed at generations-low rates. Total unemployment, insured unemployment, unemployment rates and initial claims were at about the same levels as in the previous quarter. Tax collections, on the other hand, dropped back from \$9 billion to under \$5 billion from the high second quarter level.
- *For the year*, comparing 1-year values with 3-year averages shows the stronger aggregate labor market conditions and the extent that the UI system is affected. For example, total unemployment and the TUR are both below 3-year averages. However, the IUR has flattened out at 1.7% and initial claims and first payments have only declined marginally. Average benefit duration has stagnated at 14.4 weeks and the exhaustion rate at 32.4%, is only slightly lower than its 3-year average of 32.7%. State ranges for both continue high: duration from under 9 weeks to 20 weeks, and exhaustions from 4% to 54%. The data also show that aggregate benefit payments have risen slightly relative to their 3-year averages (\$19.4 billion vs. \$18.9) but States are not taking advantage of the prosperous

conditions to build up their trust funds substantially, as total contributions for the 12 months ending 9/30/99 at \$19.2 billion were slightly below their 3-year average of \$20.1 billion.

UI System Performance

GPRA / Tier I Performance

- From June to September, the reciprocity rate jumped to 39%, the wage replacement rate and the percentage of UI claimants registered with ES rose slightly. Intrastate and interstate timeliness declined, while it appears that the exhaustion rate improved slightly.
- Overall, 6 quarterly Tier I aggregate indicators rose, 6 fell, and two were unchanged. *The number of States meeting criteria fell for 12 measures, and rose for only two.*
 - * Areas where greatest number of States achieve criteria: first payments within 35-days; Lower Authority appeals timeliness and quality.
 - * Weakest areas: Nonmon timeliness and quality; 14/21 day first payments; timeliness of trust fund transfer.
- June-September Movement at a Glance**

	<u>Aggregate Performance</u>	<u>No. States Passing</u>
First Payment Timeliness (combined)		
• 14/21 Days		
• 35 Days		
Nonmonetary Determinations		
• Separation Timeliness		
• NonSep Timeliness		
• Quality		
Lower Authority Appeals		
• Timeliness, 30 days	↘	↘
• Timeliness, 45 Days	→	↘
• Timeliness, 75 Days		↘
• Quality		
Higher Authority Appeals		
• Timeliness, 45 days		↘
• Timeliness, 75 Days		
• Timeliness, 120 Days	↘	↘
New Status Determination		
• Timeliness, 90 Days	↘	→
• Timeliness, 180 Days		→
Transfer from Clearing Account	→	↘

- *1st Payment Timeliness*-- First payment timeliness fell for both 14/21 days and 35 days, for intrastate, interstate, and combined measures. Declines at 35 days were very slight. However, the number of States failing to meet the future combined inter-intra 14/21 day criterion of 90% was nearly three times the number failing to meet the Secretary's Standard for intrastate. Of the 29 States failing the combined measure, 14 fell between 87% and 90%. This suggests that some States are having difficulty bringing intrastate timeliness up to the proposed standard of 90% from the existing standard of 87%.
- *Nonmonetary Determinations*-- Timeliness for both seps and nonseps declined while quality scores continued to improve. In the September quarter, sixty percent of the States failed sep timeliness, and over three quarters failed nonsep timeliness. 29 States, up from 26 in the June quarter, passed the quality criterion.
- *Lower Authority Appeals*--All aggregate timeliness measures showed mixed change from June and the number failing each criterion rose by one. Aggregate quality scores rose slightly, from 93.3% to 94.5%. Three more States passed the quality criterion, bringing the total to 51.
- *Higher Authority Appeals*--Aggregate performance at the 45-day, and 75-day levels rose but fell 1 percentage point at the 150-day level. In June, 4 States missed each time lapse criterion; in September, the numbers were 5, 3 and 7, respectively.
- *Status Determinations Timeliness*--Aggregate performance at both 90 days fell by 3.5 points, to 77.5% but edged upward at 180 days, from the previous quarter. The number of States missing both criteria was unchanged.
- *Transfer Timeliness* -- Quarterly timeliness by the old measure was unchanged at 2.3 days; by the new ratio measure, it improved noticeably, from 2.41 to 1.64. However, the number of States missing the criteria rose for both measures--for the old measure from 18 to 19 and the new measure from 8 to 18.

Other Important Measures

- The other indicators had a mixed pattern from June to September.
 - * % of *Continued Claims* paid within 21 days were absolutely flat for both average and distribution
 - * *BAM overpayment rate* edged up from 9.6% to 9.7%.
 - * *Workforce development measures* were basically flat. BAM data showed about 16% of claimants received referrals to the ES and 5% were in training. Aggregate data showed about 38% of UI initial claimants were profiled, of whom 36% were put into the services pool. About 38% of those pooled were referred to services.
 - * *BPC recovery rates* fell (Fraud to 46% from 56% ; Nonfraud to 56% from 60%)

Special Focus Analysis: *State Effectiveness in Detecting and Denying Claimants Who are Ineligible for Non-Monetary Reasons*

State review of claimant eligibility is an important UI integrity function. From the standpoint of overpayments, two of the most important aspects are detecting and adjudicating potential separation and nonseparation issues. During FY2000, the UI system will receive an additional \$35 million in administrative funds to improve program integrity. States have the option of using those funds to improve these nonmonetary activities.

This analysis presents data on some measures one would use to evaluate States' effectiveness in detecting and denying ineligible claimants. These are the proportion of claimant contacts on which the SESA detected nonmonetary issues and issued denials, and the proportion of ineligible claims States actually denied, relative to what Benefit Accuracy measurement (BAM) data indicate they should have denied. The first set of measures uses data from required reports. The actual-vs.-potential measures combine BAM and required reports data. Part I of the analysis indicates national trends in effectiveness in detecting and denying ineligible claimants for calendar years 1988-1998, the full years for which BAM data are available. Part II shows the same measures for each State for calendar year 1998 as a baseline for evaluating the effectiveness of the additional integrity funding.

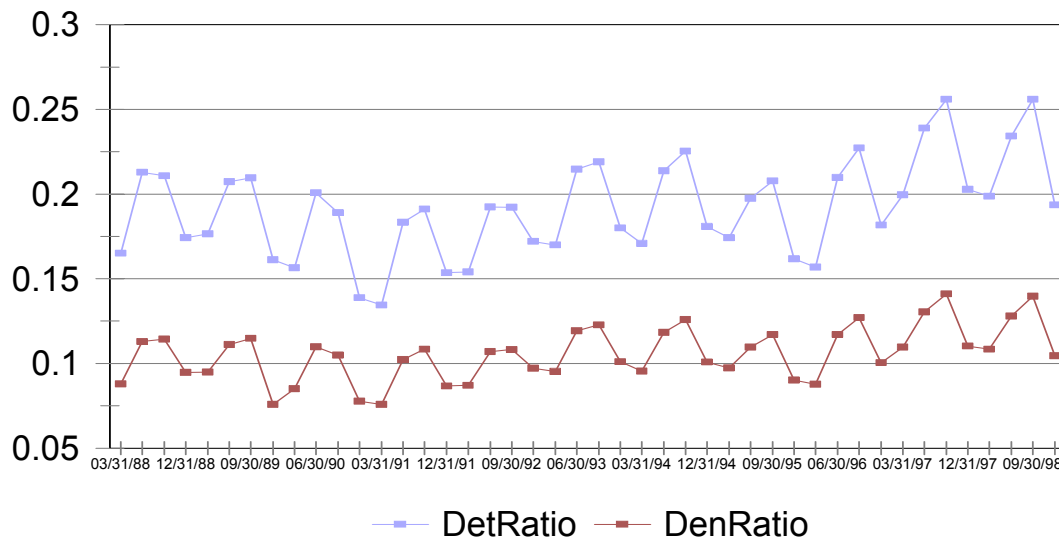
Part I

Trends in Detecting Separation Issues and Issuing Separation Denials

Chart 1 shows the ratio of Separation adjudications and denials to its base of claimant contacts requiring a separation determination. The chart shows quarterly data for the first quarter of calendar 1988 through the last quarter of calendar 1998. Claimant contacts are the sum of monetarily eligible new intrastate claims, intrastate additional claims, and interstate initial claims received as liable state (which include both new and additional initials.) The new and additional claims data are taken from the 5159 report; the proportion of monetarily eligible new initial claims is computed from data on the 218 report. Counts of nonmonetary adjudications and denials come from the ETA 207 report. The series shows a definite seasonal pattern, being highest in the second and third calendar quarters. The seasonality is caused by wide swings in the number of claimant contacts; separation adjudications have a much more muted seasonal pattern. Regression analysis indicates that the detection ratio reflects economic conditions; as the unemployment rate falls, the detection rate rises. It also shows that the ratio has been rising over the past 11 years at a rate of about 0.3 percentage points a year. Thus nationally, States detected a separation issue on about 19% of claimant contacts in 1988; by 1998, that had risen to about 22%. Chart 1 shows that the denial ratio tracks the detection ratio very closely. States issue about 55 denials per 100 separation issues detected.

Chart 1

Separation Detection & Denial Ratios 1988:1 - 1998:4



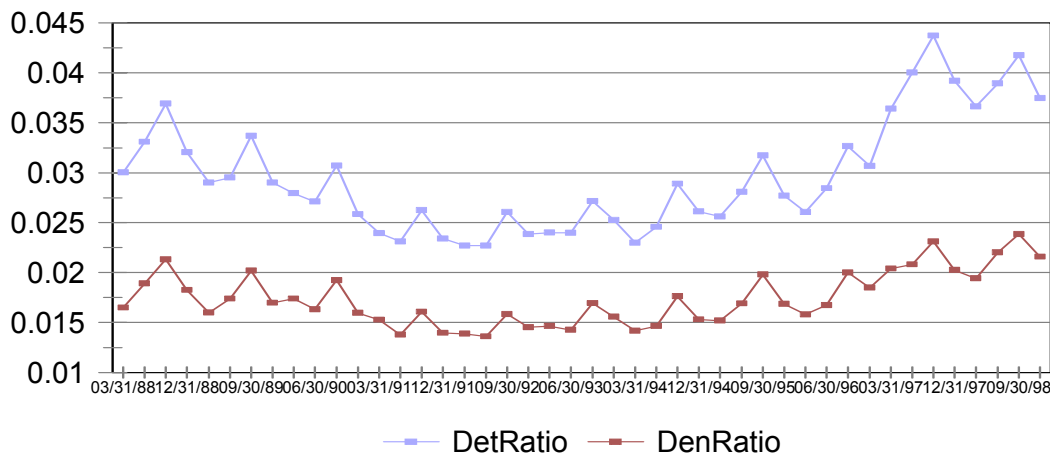
Trends in Detecting Non-Separation Issues and Issuing Non-Separation Denials

Chart 2 shows detection and denial ratios for nonseparation issues. The base for this ratio is weeks claimed, also taken from the ETA 5159 report. The pattern is similar to that of separations in that it is highly seasonal; it is also driven by movements in the denominator, whose swings are greater than movements in detected adjudications. It is lowest in the March quarter when weeks claimed are highest and highest in the September, when weeks claimed are lowest. Like Separations, nonsep detections rise when the economy tightens and fall as it loosens. Regression analysis indicates that there is no significant trend over the period when differences in the unemployment rate are allowed for. Denials track adjudications closely, with about 55 denials per 100 adjudications.

States detect, and deny, only about one fifth as many nonseparation issues relative to weekly claimant contacts (weeks claimed) as they do on claimant contacts requiring a separation determination.

Chart 2

NonSeparation Detection & Denial Ratio 1988:1 - 1998:4



What Proportion of Non-Monetary Ineligibles Do States Actually Deny?

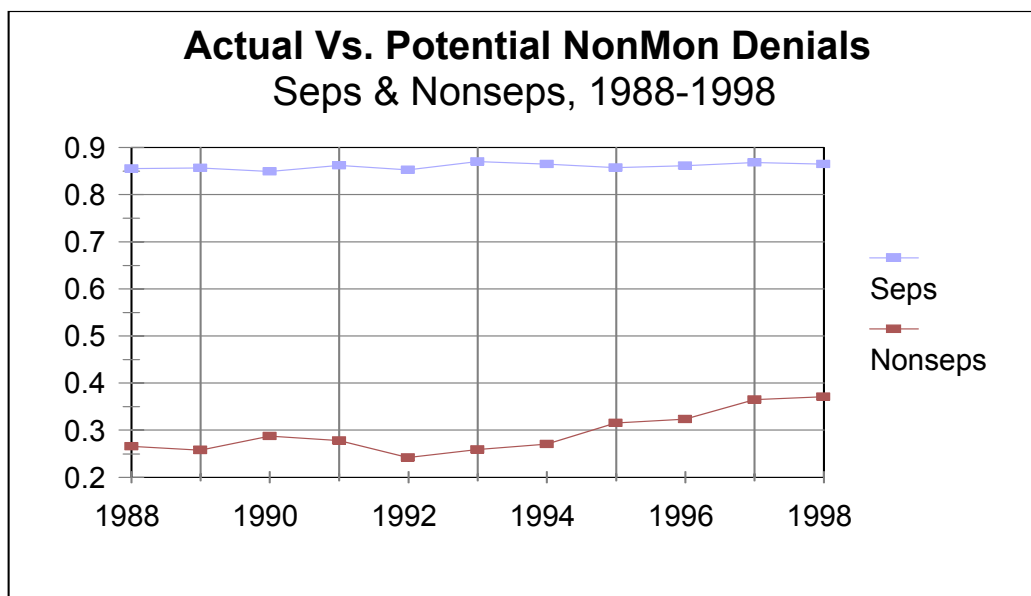
The analysis above can be extended by combining reports data with data on the proportion of weeks paid which should have been denied for nonmonetary reasons from Benefit Accuracy Measurement (BAM) investigations. Although BAM results are usually presented as dollars overpaid or underpaid relative to actual payments, the data can also be examined in terms of the cases in error, and those are shown in Table 1. For separations, the proportions of positive separation contacts which should have been denied is multiplied by total positive contacts to get missed/mishandled ineligibles. (Positive contacts are total contacts used in the detection ratio shown in Chart 1, less actual denials). For Nonseparations, positive claimant contacts are weeks paid.

<p>Table 1</p> <p>Actual Vs. Potential Denials for Separations and Nonseparation Determinations</p> <p>Calendar Years 1988 - 1998</p> <p>Numbers in thousands, Except Percents</p>												
	Separation Determinations						Non-Separation Determinations					
	Positive Cl'mant Contacts	Missed Ineligi bles (%)	Missed Ineligi bles	Actual Denial s	Total Ineligi bles	Actual/ Total (%)	Positive Cl'mant Contacts	Missed Ineligi bles (%)	Missed Ineligi bles	Actual Denial s	Total Inelig ibles	Actual/ Total (%)
1988	13,314	1.9	253	1,497	1750	85.5	94,300	5.6	5,281	1,910	7,190	26.6
1989	14,223	1.8	256	1,532	1,788	85.6	97,767	5.6	5,377	1,874	7,251	25.8
1990	17,001	1.8	306	1,724	2,030	84.9	116,205	4.6	5,345	2,156	7,502	28.7
1991	19,548	1.6	313	1,964	2,277	86.3	155,411	4.1	6,372	2,458	8,830	27.8

1992	17,426	1.9	331	1,909	2,241	85.2	150,374	4.8	7,218	2,310	9,528	24.2
1993	14,315	1.8	258	1,739	1,977	87.1	125,788	4.7	5,912	2,074	7,986	26.0
1994	14,377	1.9	273	1,756	2,029	86.5	123,620	4.4	5,439	2,022	7,462	27.1
1995	15,417	1.9	293	1,762	2,055	85.7	118,499	4.0	4,740	2,182	6,922	31.5
1996	15,409	1.9	293	1,824	2,116	86.2	119,130	4.0	4,675	2,277	7,042	32.3
1997	13,762	2.1	289	1,903	2,192	86.8	106,533	4.0	4,261	2,450	6,712	36.5
1998	13,690	2.1	289	1,854	2,143	86.5	101,377	4.0	4,055	2,396	6,451	37.1

The table indicates that for the country as a whole, States miss less than a seventh of separation denials, although the proportion they do miss has increased slightly over the period, from about 1.9 percent of claimant contacts to 2.1 percent. The story is quite different for nonseparation denials. Although the proportion actually denied reached 3/8 of the total in 1998, in 1992 States denied only about one quarter of the number of claims ineligible for nonseparation reasons. Chart 3 illustrates the pattern over time. There is no trend for the Separation denial ratio, but Nonseps show a definite uptrend over the period.

Chart 3



Part II

The following table gives State-by-State ratios for the various detection and denial ratios. It shows that

- Separation Issues Detected per Claimant Contact. On average, during calendar year 1998, the system detected and adjudicated about 22 separation issues for every 100 claimant contacts involving a separation determination. The range is substantial, from about 11% in Kentucky to over 70% in Colorado and Nebraska. The detection ratio depends not only on States' ability to detect issues but also on the number of issues in the universe of claimant contacts—largely a function of State law.
- Separation Denials per Claimant Contact. This ratio is the product of the issue detection ratio and the ratio of denials to issues adjudicated. States range even greater with respect to this ratio, from under 4% in Puerto Rico to 73% in Nebraska. The rank ordering follows the Detection Ratio fairly closely.
- Nonseparation Issues Detected per Claimant Contact. States range from detecting nonsep issues on less than 1% of claimant contacts (weeks claimed) in Tennessee and Kentucky to nearly 10% in New Hampshire. Nationally, they detect an issue on about one in 25 weeks claimed. The same caveat applies as to the separation detection ratio: the number of issues detected is a function of the number in the universe and States' detection efforts and abilities.
- Nonseparation Denials per Claimant Contact. On average, about 2.2% of every nonseparation claimant contact results in a denial. Because States' denial-to-adjudication ratios vary less than their detection ratios, States ranks for detection and denial ratios are quite similar.
- Actual Denials Relative to Potential Denials: Separations. The last two columns in Table 2 show actual denials as a fraction of total ineligible denials. BAM data are used to supply the estimate of separation and nonseparation claims that each State failed to detect or mishandled. According to these estimates, States quite effectively detect and deny persons who are ineligible for separation reasons. The national average is over 86% and only nine States are below 80%.
- Actual Denials Relative to Potential Denials: Nonseparations. It is clearly much more difficult to detect and deny claimants who are ineligible for weekly eligibility reasons. The national average is 37% and 11 States are below 20%. On the other hand, four States were above 75% in 1998: California, South Dakota, North Dakota, and Missouri.

Table 2

KEY NONMON DETECTION AND DENIAL RATIOS DURING CALENDAR YEAR 1998											
Detections/Clmt Contact		Denials/Clmt Contact		Detections/Week Claimed		Denials/Week Claimed		Actual as a % of Potential Denials			
State	Separations	State	Separations	State	NonSepts	State	Nonsepts	State	Separations	State	NonSepts
KY	11.2%	PR	3.8%	TN	0.5%	TN	0.4%	WA	66.9%	SC	9.0%
SC	12.6%	PA	5.9%	KY	0.6%	KY	0.5%	PR	70.9%	ME	11.2%
NC	12.9%	WY	6.7%	SC	1.0%	SC	0.6%	WY	74.1%	MD	11.4%
PR	13.2%	KY	7.2%	DC	1.0%	WV	0.7%	MN	75.0%	DE	11.6%
PA	13.4%	CT	7.3%	DE	1.2%	DC	0.8%	IA	75.1%	MT	12.4%
AK	13.6%	WA	7.6%	FL	1.3%	FL	0.9%	VA	76.3%	OH	14.9%
NY	13.9%	RI	7.7%	GA	1.4%	VT	1.0%	NC	76.8%	KY	15.1%
TN	14.1%	NY	7.9%	WV	1.4%	DE	1.0%	PA	77.6%	TX	15.3%
AL	14.1%	HI	8.0%	PR	1.6%	MI	1.1%	SC	77.8%	MI	15.8%
OH	14.5%	OH	8.0%	VT	1.7%	NJ	1.1%	CA	80.1%	VA	18.3%
ID	14.5%	ID	8.4%	NM	1.8%	PR	1.2%	ID	81.4%	IL	18.9%
MI	15.2%	MN	8.5%	NV	1.9%	IL	1.2%	RI	82.3%	IN	21.1%
MN	15.7%	MI	8.6%	WA	1.9%	NM	1.2%	ME	82.6%	UT	24.2%
RI	16.1%	TN	8.7%	NJ	2.0%	CT	1.3%	OH	82.8%	VT	24.4%
WA	16.4%	ME	8.7%	IL	2.1%	GA	1.3%	DE	83.3%	NV	25.1%
HI	16.4%	NC	8.8%	MN	2.1%	WA	1.4%	TN	83.3%	KS	26.2%
DE	17.8%	OR	9.4%	RI	2.2%	NY	1.4%	OR	83.8%	ID	28.4%
ND	18.0%	SC	10.1%	TX	2.3%	TX	1.4%	KY	83.8%	OR	28.4%
MA	18.3%	MA	10.1%	MT	2.4%	MA	1.5%	KS	85.9%	MN	30.2%
NJ	18.5%	VA	10.2%	AR	2.4%	IA	1.5%	NY	86.8%	WA	30.3%
WY	18.9%	CA	10.4%	MI	2.5%	RI	1.5%	MS	86.9%	WY	31.7%
MT	18.9%	NJ	10.8%	NY	2.6%	MS	1.7%	NM	87.2%	AZ	31.7%
ME	19.0%	WI	10.8%	IN	2.8%	NV	1.8%	MI	87.9%	RI	33.9%
VT	19.1%	DE	11.1%	CT	2.8%	MT	1.8%	AR	88.5%	NC	34.1%
AR	19.5%	AL	11.2%	IA	2.9%	MN	1.9%	WI	89.0%	WI	36.3%
OR	19.8%	ND	11.2%	OK	3.0%	OH	2.1%	TX	89.2%	NJ	37.1%
WV	20.0%	WV	11.7%	OR	3.0%	AR	2.1%	IL	89.5%	LA	38.9%
VA	21.0%	VT	11.8%	OH	3.0%	HI	2.2%	UT	89.6%	PR	38.9%
IL	22.2%	KS	11.8%	MA	3.1%	OR	2.3%	NJ	89.6%	IA	40.4%
GA	22.4%	AK	11.9%	NC	3.1%	MD	2.3%	NH	89.7%	CO	41.4%
CA	22.6%	IL	12.0%	MS	3.2%	IN	2.4%	AL	90.6%	NM	43.8%
IA	23.2%	NH	12.3%	HI	3.2%	NC	2.4%	IN	91.1%	TN	44.6%
WI	23.7%	MT	12.7%	VA	3.3%	WY	2.5%	MO	91.6%	AK	48.6%
CT	24.0%	IA	13.5%	LA	3.3%	OK	2.6%	MT	91.8%	CT	49.1%
MS	24.5%	AR	13.9%	ND	3.8%	PA	2.6%	DC	91.8%	HI	49.2%
NM	25.0%	NM	14.5%	KS	4.0%	KS	2.6%	AZ	92.3%	MA	51.8%
NH	26.4%	GA	14.7%	ID	4.1%	UT	2.8%	FL	92.4%	AR	51.9%
SD	26.8%	DC	15.2%	AK	4.3%	AK	2.8%	MA	92.6%	MS	54.7%
KS	27.7%	AZ	15.3%	MO	4.7%	VA	3.0%	NV	92.7%	DC	55.5%
DC	27.8%	SD	16.8%	WY	5.0%	LA	3.0%	GA	93.5%	AL	60.9%
AZ	31.2%	NV	17.7%	AZ	5.1%	ME	3.0%	SD	93.5%	OK	61.1%
OK	32.9%	OK	18.0%	WI	5.1%	WI	3.0%	AK	95.1%	WV	61.3%
MO	33.1%	MS	18.8%	UT	5.1%	ND	3.2%	MD	95.5%	FL	63.6%
NV	33.8%	UT	18.9%	ME	5.4%	AZ	3.2%	LA	95.6%	NE	63.8%
FL	34.8%	MO	20.0%	PA	5.7%	CA	3.5%	VT	95.7%	GA	64.4%
TX	38.7%	FL	21.8%	NE	6.0%	ID	3.9%	OK	96.1%	NH	68.3%
UT	39.9%	TX	21.9%	CO	6.3%	MO	4.1%	WV	96.4%	NY	72.0%
IN	47.9%	IN	26.3%	AL	7.8%	NE	5.1%	CT	97.5%	PA	74.2%
LA	51.5%	MD	26.5%	SD	7.8%	CO	5.2%	HI	97.7%	CA	76.1%
MD	59.8%	LA	29.3%	MD	7.9%	SD	6.3%	CO	98.3%	SD	76.6%
CO	71.8%	CO	47.8%	CA	8.0%	AL	6.7%	NE	99.7%	ND	76.9%
NE	88.3%	NE	73.1%	NH	9.5%	NH	7.2%	ND	100.0%	MO	81.1%
US	21.8%	US	11.9%	US	3.9%	US	2.2%	US	86.2%	US	37.1%

Conclusions

- States detect a separation issue on about one in five contacts where a separation determination is involved, versus about one in 25 involving a weekly eligibility determination. Both detection ratios are highly seasonal.
- For both kinds of determinations, national denial ratios are slightly over 50%.
- States seem to have improved their ability to detect separation issues over the last 11 years, but not nonseparation issues.
- Combining BAM data with required reports data indicates that most states are very effective in detecting and denying the claims that are ineligible due to separation reasons (43 of the 52 examined SESAs' manage over 80%).
- The same analysis shows that effectiveness in detecting and denying nonseparation issues is considerably lower, averaging 37%--versus 86% for separations. This means that approximately two of three ineligible weeks is paid.
- This analysis suggests that, other things being the same, States should apply additional integrity funds to detecting weekly eligibility issues because the number of undetected ineligibles is much higher there than for separation reasons, and this area has not shown any improvement over the past eleven years.

UI QUARTERLY MANAGEMENT REPORT

CHART I

Report Period: July 1, 1999 to September 30, 1999

Rundate: 20-Dec-1999

	NATIONAL AGGREGATE				STATE PERFORMANCE					
	3-Yr	1-Yr	Prev Qtr	Curr Qtr	1-Yr		Previous Quarter		Current Quarter	
					High	Low	High	Low	High	Low
MACRO INDICATORS										
Net UI Contributions (3-yr. is annual avg.)	20.1 B	19.2 B	9.1 B	4.6 B	2.7 B	4.2 M	1.3 B	1.3 M	0.5 B	1.2 M
Net UI Benefits (3-yr. is annual avg.)	18.9 B	19.4 B	4.7 B	4.3 B	2.5 B	3.2 M	0.6 B	0.8 M	0.6 B	1.0 M
TUR (unadjusted)	4.7%	4.3%	4.2%	4.2%	12.0%	2.5%	11.2%	2.3%	11.7%	2.1%
IUR (unadjusted)	1.7%	1.7%	1.5%	1.6%	4.2%	0.6%	4.5%	0.5%	4.2%	0.4%
Total Unemployment Level (weekly, unadjusted)	6.4 M	6.0 M	5.8 M	5.9 M	0.9 M	9,449	0.9 M	9,141	0.9 M	8,976
Insured Unemployment Level (weekly, unadjusted)	2.3 M	2.3 M	2.1 M	2.3 M	0.4 M	2,348	0.4 M	1,941	0.3 M	1,685
Number of First Payments (3-yr. is annual avg.)	7.3 M	7.1 M	1.4 M	1.5 M	1.1 M	1,777	0.2 M	386	0.2 M	431
Number of Initial Claims (3-yr. is annual avg.)	16.6 M	16.0 M	3.5 M	3.4 M	2.7 M	2,605	0.6 M	646	0.6 M	604
Average Duration of Benefits (weeks)	14.4	14.4	^	^	20.4	9.0	^	^	^	^
Exhaustion Rate	32.7%	32.4%	^	^	53.9%	4.4%	^	^	^	^
GPRA PERFORMANCE										
UI Reciprocity Rate	36.5%	38.7%	36.9%	39.0%	69.5%	20.9%	73.9%	20.1%	72.5%	18.2%
Wage Replacement Ratio (BAM)	46.1%	46.3%	45.8%	46.1%	57.2%	31.7%	58.4%	31.1%	56.7%	32.2%
% UI Claimants Registered with ES (BAM)	61.4%	61.0%	62.3%	63.4%	99.3%	2.1%	100.0%	17.5%	100.0%	18.3%
OTHER IMPORTANT MEASURES OF PERFORMANCE										
% of Contributory Employers Filing Reports Timely	87.8%	86.2%	85.9%	85.2%	98.5%	51.3%	97.4%	63.4%	98.2%	68.5%
Cont. Claims Payment Timeliness, Intra, 21 days	*	93.3%	93.2%	93.2%	99.5%	79.4%	99.5%	85.1%	99.5%	85.1%
BAM Overpayment Rate	8.71%	9.09%	9.64%	9.72%	26.39%	2.59%	24.94%	2.15%	34.28%	0.88%
Fraud Overpayment Recovery Rate	53.2%	52.8%	55.7%	46.1%	188.2%	7.5%	207.9%	19.2%	201.8%	- 79.8%
Nonfraud Overpayment Recovery Rate	55.5%	57.5%	59.6%	56.0%	520.2%	24.9%	523.8%	27.1%	213.6%	- 97.8%
% of Amounts Due that were Paid Timely	92.5%	92.2%	^	^	100.0%	1.3%	^	^	^	^
% of Accounts Receivable at end of report period	2.2%	2.1%	^	^	15.5%	0.5%	^	^	^	^
% of Change in total wages resulting from audit	5.1%	6.4%	3.4%	10.4%	12.7%	0.3%	11.9%	0.5%	22.6%	0.3%
% of Contributory employers who are audited	1.9%	1.8%	^	^	3.7%	0.1%	^	^	^	^
% of Total wages audited (annualized)	1.6%	1.4%	^	^	3.8%	0.1%	^	^	^	^
UI and the WORKFORCE DEVELOPMENT SYSTEM										
% of UI claimants receiving referrals from ES (BAM)	16.7%	15.7%	16.0%	15.6%	46.4%	0.3%	51.6%	0.8%	51.1%	1.7%
% of UI claimants in Training (BAM)	4.9%	5.2%	4.7%	5.0%	9.3%	1.7%	12.5%	0.8%	12.2%	0.8%
Claimants profiled as % of ICs	41.5%	41.6%	39.3%	39.9%	102.4%	8.8%	101.3%	11.1%	104.3%	9.2%
Claimants pooled as % of those profiled	31.4%	32.8%	38.0%	35.9%	97.9%	1.4%	98.2%	1.2%	97.9%	1.1%
Claimants referred to services as % of pooled	35.7%	36.4%	38.7%	38.4%	113.4%	4.5%	126.9%	2.2%	130.4%	3.2%

* Data not available

^ Measure is calculated on a yearly basis only

QUARTERLY MANAGEMENT REPORT

CHART II

Report Period: July 1, 1999 to September 30, 1999

Rundate: 21-Dec-1999

TIER 1 MEASURES	CRITERION	NATIONAL AGGREGATE				STATE PERFORMANCE					
		3-Yr	1-Yr	Prev Qtr	Curr Qtr	Previous Quarter			Current Quarter		
						High	Low	Fail	High	Low	Fail
FIRST PAYMENT TIMELINESS											
1st Pays in 14/21 Days (combined)	90%	89.3%	88.8%	88.9%	87.7%	97.4%	74.5%	20	97.6%	74.7%	29
1st Pays in 14/21 Days (intrastate)	87%	90.2%	89.6%	89.5%	88.4%	97.5%	74.7%	6	97.8%	75.1%	11
1st Pays in 14/21 Days (interstate)	70%	77.8%	78.2%	79.8%	78.4%	96.8%	37.5%	9	94.4%	33.3%	10
1st Pays in 35 Days (combined)	95%	97.0%	97.0%	96.8%	96.6%	99.5%	91.8%	3	99.8%	90.8%	4
1st Pays in 35 Days (intrastate)	93%	97.2%	97.2%	96.9%	96.8%	99.6%	91.9%	1	99.8%	90.9%	1
1st Pays in 35 Days (interstate)	78%	92.7%	92.5%	93.1%	93.0%	98.7%	57.4%	2	99.6%	65.7%	2
NONMONETARY DETERMINATIONS											
Separation Determinations within 21 Days	80%	*	71.6%	72.8%	70.4%	98.7%	36.7%	30	98.6%	37.2%	32
Nonseparation Determinations within 14 Days	80%	*	66.3%	67.0%	63.2%	95.4%	36.4%	39	95.6%	37.3%	41
Nonmon Determ scoring > 80 pts	75%	*	70.7%	71.4%	73.1%	94.1%	26.7%	27	95.4%	20.1%	24
LOWER AUTHORITY APPEALS											
LAA decisions within 30 days	60%	69.2%	72.6%	76.3%	76.0%	100.0%	41.0%	4	99.9%	27.5%	5
LAA decisions within 45 days	80%	86.2%	88.3%	90.7%	90.7%	100.0%	71.6%	1	99.9%	57.4%	2
LAA decisions within 90 days	95%	*	96.7%	97.6%	97.8%	100.0%	93.5%	2	100.0%	94.2%	3
LA benefit appeals with combined scores > 85%	80%	*	92.9%	93.3%	94.5%	100.0%	70.0%	5	100.0%	75.0%	2
HIGHER AUTHORITY APPEALS											
HAA decisions within 45 days	50%	61.4%	66.1%	68.5%	68.8%	97.8%	27.5%	4	100.0%	29.6%	5
HAA decisions within 75 days	80%	85.2%	88.5%	91.2%	91.5%	100.0%	69.3%	4	100.0%	69.9%	3
HAA decisions within 150 days	95%	*	97.6%	98.2%	97.2%	100.0%	83.1%	4	100.0%	81.7%	7
NEW STATUS DETERMINATIONS											
New status determinations made within 90 days	60%	78.7%	78.7%	81.0%	77.5%	97.2%	19.7%	5	99.0%	32.2%	5
New status determinations made within 180 days	80%	89.6%	89.2%	89.4%	90.2%	99.3%	28.3%	4	99.5%	42.1%	4
TIMELINESS OF TRANSFERS FROM CA TO TF											
# Days of transfer from clearing account to trust fund	<= 2 days	2.2	2.3	2.3	2.3	20.4	0.0	18	14.3	0.0	19
Annual ratio	<=1.75	1.90	2.15	2.41	1.64	24.76	-0.70	8	16.72	-1.26	18

* Data not available

^ Measure is calculated on a yearly basis only

Rundate: 22-Dec-1999

* Data not available

UI QUARTERLY MANAGEMENT REPORT **REGION II**

Report Period: October 1, 1998 to September 30, 1999

Rundate: 22-Dec-1999

TIER I AND GPRA MEASURES	CRITERION	NJ		NY		PR		VI	
		Last Qtr	All Qtrs	Last Qtr	All Qtrs	Last Qtr	All Qtrs	Last Qtr	All Qtrs
First Payment Timeliness									
1st Pays in 14/21 days (combined)	90%	89.5%	90.8%	74.7%	78.6%	92.2%	77.7%	80.6%	84.3%
1st Pays in 14/21 days - intrastate	87%	90.6%	92.4%	75.1%	79.1%	95.1%	81.7%	82.6%	85.5%
1st Pays in 14/21 days - interstate	70%	71.4%	72.0%	73.7%	70.1%	48.1%	60.9%	33.3%	29.2%
1st Pays in 35 days (combined)	95%	97.8%	97.8%	90.8%	93.6%	97.7%	93.2%	94.4%	95.8%
1st Pays in 35 days - intrastate	93%	98.2%	98.2%	90.9%	93.8%	98.9%	96.8%	94.9%	96.4%
1st Pays in 35 days - interstate	78%	88.9%	89.3%	87.4%	86.9%	65.7%	71.8%	66.7%	66.7%
Nonmonetary Determinations									
Separation Determinations within 21 days	80%	70.9%	78.1%	40.6%	45.2%	73.0%	70.2%	75.9%	82.7%
Nonseparation Determinations within 14 days	80%	55.0%	63.2%	49.7%	54.0%	64.3%	61.6%	58.8%	71.4%
Nonmonetary Determinations scoring > 80 pts	75%	*	62.2%	37.7%	42.9%	71.7%	54.6%	*	*
Lower Authority Appeals									
LA decisions within 30 days	60%	84.7%	76.7%	81.2%	77.1%	27.5%	41.7%	0.0%	60.5%
LA decisions within 45 days	80%	93.3%	86.7%	90.8%	86.7%	57.4%	67.4%	0.0%	88.9%
LA decisions within 90 days	95%	98.8%	96.3%	97.9%	95.6%	94.2%	96.8%	0.0%	97.5%
LA benefit appeals with combined scores > 85%	80%	89.5%	79.7%	92.5%	91.7%	100.0%	91.3%	0.0%	0.0%
Higher Authority Appeals									
HA decisions within 45 days	50%	74.4%	72.1%	51.8%	54.3%	84.6%	69.9%	0.0%	0.0%
HA decisions within 75 days	80%	91.5%	92.2%	85.0%	86.4%	96.7%	88.1%	0.0%	0.0%
HA decisions within 150 days	95%	98.9%	99.3%	93.2%	94.7%	99.7%	97.8%	0.0%	0.0%
Tax/Cash Management									
New status determinations made within 90 days	60%	0.0%	0.0%	74.6%	84.3%	0.0%	73.7%	0.0%	0.0%
New status determinations made within 180 days	80%	0.0%	0.0%	96.5%	94.6%	0.0%	85.4%	0.0%	0.0%
Days' worth of deposits in Clearing Account	<= 2 days	0.0	0.0	*	2.3	*	*	*	0.1
Annual Ratio	<= 1.75	0.03	0.00	*	*	*	*	*	*
GPRA Performance									
UI Reciprocity Rate	NA	43.7%	48.1%	32.5%	35.8%	36.2%	34.8%	*	*
BAM Wage Replacement Ratio	NA	53.6%	54.0%	46.7%	45.6%	43.7%	44.6%	*	*
UI claimants registered with ES (BAM)	NA	36.1%	33.5%	66.1%	61.1%	61.1%	53.0%	*	*

^ Measure is calculated on a yearly basis only

* Data not available

UI QUARTERLY MANAGEMENT REPORT

REGION III

Report Period: October 1, 1998 to September 30, 1999

Rundate: 22-Dec-1999

TIER I AND GPRA MEASURES	CRITERION	DE		DC		MD		PA		VA		WV	
		Last Qtr	All Qtrs	Last Qtr	All Qtrs	Last Qtr	All Qtrs	Last Qtr	All Qtrs	Last Qtr	All Qtrs	Last Qtr	All Qtrs
First Payment Timeliness													
1st Pays in 14/21 days (combined)	90%	93.9%	92.9%	84.6%	84.7%	91.2%	91.7%	89.2%	90.7%	91.0%	93.1%	92.7%	91.1%
1st Pays in 14/21 days - intrastate	87%	95.6%	94.8%	87.4%	87.0%	92.2%	92.6%	90.2%	92.1%	92.2%	94.2%	93.9%	92.3%
1st Pays in 14/21 days - interstate	70%	69.8%	72.9%	78.1%	80.9%	76.0%	76.9%	83.7%	84.2%	83.6%	83.3%	82.0%	85.3%
1st Pays in 35 days (combined)	95%	97.2%	96.9%	93.1%	92.5%	96.0%	95.9%	97.2%	97.8%	98.2%	98.5%	98.6%	97.5%
1st Pays in 35 days - intrastate	93%	98.1%	97.6%	93.3%	92.4%	96.4%	96.2%	97.2%	97.8%	98.3%	98.7%	98.7%	97.3%
1st Pays in 35 days - interstate	78%	83.4%	87.6%	92.1%	92.5%	89.3%	89.8%	93.7%	94.5%	96.2%	95.8%	97.9%	97.1%
Nonmonetary Determinations													
Separation Determinations within 21 days	80%	78.5%	80.6%	0.0%	0.0%	88.2%	90.2%	65.0%	68.9%	78.2%	80.1%	98.6%	98.4%
Nonseparation Determinations within 14 days	80%	57.5%	63.4%	0.0%	0.0%	85.0%	86.4%	38.3%	41.5%	92.2%	92.3%	95.6%	94.7%
Nonmonetary Determinations scoring > 80 pts	75%	91.4%	79.5%	*	*	82.1%	81.6%	67.3%	75.0%	75.7%	74.9%	95.4%	91.8%
Lower Authority Appeals													
LA decisions within 30 days	60%	73.2%	73.6%	74.4%	68.0%	87.8%	87.5%	80.7%	78.8%	87.8%	83.4%	83.8%	80.3%
LA decisions within 45 days	80%	99.8%	98.7%	92.5%	88.1%	96.6%	95.9%	93.3%	92.5%	96.9%	94.8%	95.6%	94.3%
LA decisions within 90 days	95%	100.0%	99.8%	96.8%	96.3%	99.7%	99.4%	98.5%	98.5%	99.6%	99.5%	99.7%	99.0%
LA benefit appeals with combined scores > 85%	80%	90.0%	86.1%	95.0%	93.8%	94.7%	94.6%	100.0%	98.1%	100.0%	98.8%	90.0%	75.0%
Higher Authority Appeals													
HA decisons within 45 days	50%	68.5%	63.3%	81.3%	80.4%	60.5%	56.2%	63.1%	67.6%	71.4%	64.6%	94.3%	93.9%
HA decisons within 75 days	80%	88.5%	89.2%	92.3%	93.6%	92.6%	88.4%	87.6%	89.1%	94.7%	94.1%	99.6%	99.2%
HA decisons within 150 days	95%	96.9%	98.0%	98.4%	99.3%	98.8%	97.5%	98.7%	98.5%	97.6%	96.6%	100.0%	99.9%
Tax/Cash Management													
New status determinations made within 90 days	60%	78.3%	79.7%	0.0%	73.8%	85.9%	85.4%	48.6%	58.2%	32.2%	30.6%	89.5%	88.3%
New status determinations made within 180 days	80%	88.4%	87.9%	0.0%	86.7%	91.5%	90.7%	59.7%	69.0%	42.1%	43.3%	94.6%	92.8%
Days' worth of deposits in Clearing Account	<= 2 days	3.0	2.2	14.3	6.5	1.1	1.2	0.1	0.1	5.6	4.3	1.5	1.8
Annual Ratio	<= 1.75	2.76	1.75	16.72	6.99	0.06	0.12	0.07	0.07	6.55	4.54	1.52	1.46
GPRA Performance													
UI Reciprocity Rate	NA	43.8%	43.2%	39.3%	36.9%	19.5%	27.3%	48.6%	54.3%	19.3%	23.4%	26.7%	32.1%
BAM Wage Replacement Ratio	NA	46.7%	48.9%	46.1%	48.1%	45.5%	47.1%	53.4%	52.7%	44.3%	46.2%	41.8%	43.2%
UI claimants registered with ES (BAM)	NA	49.0%	56.0%	58.6%	75.1%	48.8%	48.7%	35.8%	32.1%	86.0%	81.1%	65.8%	62.3%

^ Measure is calculated on a yearly basis only

* Data not available

UI QUARTERLY MANAGEMENT REPORT

REGION IV

Report Period: October 1, 1998 to September 30, 1999

Rundate: 22-Dec-1999

TIER I AND GPRA MEASURES	CRIT.	AL		FL		GA		KY		MS		NC		SC		TN	
		Last Qtr	All Qtrs	Last Qtr	All Qtrs	Last Qtr	All Qtrs	Last Qtr	All Qtrs	Last Qtr	All Qtrs	Last Qtr	All Qtrs	Last Qtr	All Qtrs	Last Qtr	All Qtrs
First Payment Timeliness																	
1st Pays in 14/21 days (combined)	90%	95.8%	95.7%	86.1%	87.8%	93.7%	91.4%	93.5%	93.1%	93.5%	93.1%	89.7%	89.6%	94.2%	93.5%	95.5%	95.7%
1st Pays in 14/21 days - intrastate	87%	96.1%	96.1%	86.8%	88.5%	94.5%	93.6%	93.9%	93.7%	93.8%	93.6%	89.6%	90.1%	94.6%	94.2%	96.2%	96.6%
1st Pays in 14/21 days - interstate	70%	84.9%	83.9%	82.6%	82.6%	85.0%	84.3%	77.9%	75.9%	77.8%	76.1%	77.8%	75.5%	91.5%	89.0%	77.3%	80.9%
1st Pays in 35 days (combined)	95%	98.7%	98.5%	96.3%	96.2%	96.7%	96.3%	98.0%	98.0%	97.0%	97.4%	96.9%	97.0%	98.9%	98.6%	98.4%	98.5%
1st Pays in 35 days - intrastate	93%	98.7%	98.7%	96.4%	96.3%	96.8%	96.7%	98.1%	98.0%	96.9%	97.3%	96.7%	97.0%	98.9%	98.5%	98.3%	98.5%
1st Pays in 35 days - interstate	78%	96.7%	91.7%	95.4%	94.5%	92.0%	92.2%	91.5%	90.8%	94.0%	94.0%	91.3%	90.9%	97.0%	96.6%	95.2%	95.0%
Nonmonetary Determinations																	
Separation Determinations within 21 days	80%	63.2%	64.5%	63.3%	69.0%	92.7%	91.1%	88.8%	85.5%	85.9%	81.2%	44.2%	44.2%	93.3%	93.6%	89.4%	91.5%
Nonseparation Determinations within 14 days	80%	73.8%	79.9%	43.6%	49.3%	68.5%	69.0%	79.9%	76.6%	75.3%	71.8%	55.0%	56.8%	82.2%	84.5%	70.7%	75.7%
Nonmonetary Determinations scoring > 80 pts	75%	73.2%	63.2%	61.1%	54.5%	63.9%	69.1%	*	84.4%	90.0%	88.7%	49.7%	42.2%	91.1%	88.7%	86.7%	79.5%
Lower Authority Appeals																	
LA decisions within 30 days	60%	82.4%	85.9%	74.6%	73.2%	88.6%	86.1%	56.5%	68.9%	84.2%	82.5%	68.3%	71.6%	99.9%	99.9%	69.9%	67.3%
LA decisions within 45 days	80%	95.9%	97.5%	92.1%	89.9%	97.2%	96.6%	83.6%	88.5%	96.4%	95.0%	88.0%	89.2%	99.9%	100.0%	90.0%	88.9%
LA decisions within 90 days	95%	99.9%	99.9%	97.0%	94.9%	99.8%	99.8%	98.0%	98.4%	100.0%	100.0%	98.5%	98.6%	100.0%	100.0%	98.4%	98.5%
LA benefit appeals with combined scores > 85%	80%	*****	98.7%	89.2%	90.2%	100.0%	98.8%	100.0%	100.0%	100.0%	98.8%	93.8%	98.6%	95.7%	95.7%	77.8%	80.8%
Higher Authority Appeals																	
HA decisions within 45 days	50%	77.2%	75.2%	72.6%	60.0%	97.8%	89.0%	72.0%	70.8%	96.8%	95.1%	67.4%	78.6%	55.8%	60.2%	90.3%	90.5%
HA decisions within 75 days	80%	85.6%	87.1%	95.7%	94.0%	99.9%	99.5%	95.8%	96.3%	99.2%	99.2%	84.4%	92.2%	69.9%	72.6%	95.2%	95.2%
HA decisions within 150 days	95%	99.2%	99.3%	99.5%	99.5%	100.0%	99.9%	99.7%	99.7%	100.0%	100.0%	98.6%	99.4%	97.4%	98.4%	99.6%	99.6%
Tax/Cash Management																	
New status determinations made within 90 days	60%	72.5%	69.9%	69.1%	68.3%	57.7%	51.3%	89.5%	87.2%	74.2%	71.4%	77.7%	78.5%	83.1%	81.9%	85.1%	83.6%
New status determinations made within 180 days	80%	88.5%	84.3%	91.5%	86.6%	89.7%	87.8%	94.9%	92.4%	86.6%	81.5%	94.3%	91.1%	94.6%	91.9%	92.6%	90.7%
Days' worth of deposits in Clearing Account	<= 2 days	1.6	2.1	2.1	2.2	3.6	3.6	1.7	1.4	2.1	2.1	1.4	1.6	2.8	2.1	1.1	1.2
Annual Ratio	<= 1.75	0.66	1.75	0.00	0.00	6.93	6.90	4.05	2.08	1.04	1.14	-0.48	-0.10	2.14	1.17	0.52	0.27
GPRA Performance																	
UI Reciprocity Rate	NA	28.4%	31.3%	27.5%	24.4%	20.2%	20.9%	28.4%	30.9%	29.5%	30.6%	39.8%	43.0%	32.4%	34.1%	37.6%	38.4%
BAM Wage Replacement Ratio	NA	45.3%	46.3%	50.3%	49.2%	46.9%	47.8%	48.2%	47.0%	48.0%	46.5%	52.7%	53.2%	47.6%	47.8%	41.9%	45.5%
UI claimants registered with ES (BAM)	NA	78.5%	78.2%	84.2%	87.9%	86.7%	83.1%	57.5%	55.7%	46.7%	49.7%	85.4%	69.7%	74.6%	74.6%	65.8%	65.1%

^ Measure is calculated on a yearly basis only

* Data not available

UI QUARTERLY MANAGEMENT REPORT

REGION V

Report Period: October 1, 1998 to September 30, 1999

Rundate: 22-Dec-1999

TIER I AND GPRA MEASURES	CRITERION	IL		IN		MI		MN		OH		WI	
		Last Qtr	All Qtrs	Last Qtr	All Qtrs	Last Qtr	All Qtrs	Last Qtr	All Qtrs	Last Qtr	All Qtrs	Last Qtr	All Qtrs
First Payment Timeliness													
1st Pays in 14/21 days (combined)	90%	90.8%	91.9%	88.6%	88.0%	86.8%	83.9%	85.4%	88.6%	89.9%	91.5%	93.5%	95.0%
1st Pays in 14/21 days - intrastate	87%	91.1%	92.1%	89.4%	89.0%	87.3%	85.0%	85.7%	89.2%	90.4%	92.4%	93.9%	95.3%
1st Pays in 14/21 days - interstate	70%	83.2%	85.5%	67.3%	70.8%	71.8%	43.9%	75.5%	76.2%	75.8%	80.1%	86.4%	91.5%
1st Pays in 35 days (combined)	95%	97.0%	97.3%	96.8%	96.7%	97.6%	96.7%	97.2%	98.2%	97.8%	98.1%	97.3%	98.0%
1st Pays in 35 days - intrastate	93%	97.1%	97.4%	97.0%	97.0%	97.7%	97.3%	97.1%	98.3%	97.8%	98.2%	97.4%	98.0%
1st Pays in 35 days - interstate	78%	94.9%	94.8%	89.3%	89.7%	78.6%	77.6%	95.3%	95.3%	94.1%	95.3%	95.7%	96.1%
Nonmonetary Determinations													
Separation Determinations within 21 days	80%	88.6%	88.9%	73.8%	73.1%	56.7%	53.4%	72.7%	74.5%	39.4%	41.1%	89.5%	89.8%
Nonseparation Determinations within 14 days	80%	68.8%	69.2%	70.4%	67.8%	62.2%	60.7%	71.2%	73.5%	48.6%	51.1%	84.2%	85.7%
Nonmonetary Determinations scoring > 80 pts	75%	74.1%	65.0%	73.3%	69.8%	80.2%	81.3%	75.5%	75.1%	78.7%	71.5%	77.0%	72.0%
Lower Authority Appeals													
LA decisions within 30 days	60%	76.0%	74.0%	69.1%	67.3%	81.3%	79.9%	31.1%	63.2%	67.4%	56.8%	86.4%	84.4%
LA decisions within 45 days	80%	93.7%	92.8%	86.5%	83.6%	92.8%	92.6%	74.2%	87.3%	82.6%	69.0%	95.8%	94.9%
LA decisions within 90 days	95%	99.2%	98.9%	97.6%	96.9%	98.2%	97.9%	96.7%	97.9%	94.7%	88.7%	99.1%	98.8%
LA benefit appeals with combined scores > 85%	80%	100.0%	95.9%	100.0%	100.0%	95.0%	97.5%	100.0%	98.8%	100.0%	87.5%	90.0%	94.9%
Higher Authority Appeals													
HA decisions within 45 days	50%	29.6%	25.6%	65.3%	70.0%	44.8%	41.3%	94.4%	94.7%	77.4%	80.7%	36.1%	42.8%
HA decisions within 75 days	80%	88.5%	82.8%	75.2%	79.2%	82.2%	76.6%	100.0%	98.6%	89.2%	89.4%	79.2%	77.5%
HA decisions within 150 days	95%	99.6%	99.0%	85.7%	87.9%	93.6%	90.1%	100.0%	99.4%	95.6%	95.5%	95.4%	92.9%
Tax/Cash Management													
New status determinations made within 90 days	60%	73.4%	72.4%	86.0%	81.2%	80.0%	79.3%	79.9%	80.2%	89.6%	87.7%	0.0%	71.5%
New status determinations made within 180 days	80%	91.7%	90.4%	92.6%	88.1%	91.4%	89.3%	88.5%	87.1%	94.7%	93.2%	0.0%	86.9%
Days' worth of deposits in Clearing Account	<= 2 days	6.0	5.9	1.2	1.1	1.4	8.0	6.0	13.7	2.4	1.5	9.9	7.2
Annual Ratio	<= 1.75	7.44	7.45	0.04	0.11	*	*	6.80	18.87	2.19	1.87	12.07	8.41
GPRA Performance													
UI Reciprocity Rate	NA	32.2%	38.7%	31.2%	33.0%	37.9%	43.1%	29.1%	45.3%	23.5%	28.0%	51.4%	52.9%
BAM Wage Replacement Ratio	NA	40.8%	40.4%	48.7%	48.2%	47.5%	47.9%	48.6%	50.1%	43.5%	43.2%	50.1%	50.1%
UI claimants registered with ES (BAM)	NA	80.7%	75.0%	70.0%	64.7%	75.0%	70.2%	46.0%	43.2%	73.1%	65.9%	18.3%	19.6%

^ Measure is calculated on a yearly basis only

* Data not available

UI QUARTERLY MANAGEMENT REPORT

REGION VI

Report Period: October 1, 1998 to September 30, 1999

Rundate: 22-Dec-1999

TIER I AND GPRA MEASURES	CRITERION	AR		LA		NM		OK		TX	
		Last Qtr	All Qtrs	Last Qtr	All Qtrs	Last Qtr	All Qtrs	Last Qtr	All Qtrs	Last Qtr	All Qtrs
First Payment Timeliness											
1st Pays in 14/21 days (combined)	90%	87.8%	88.2%	84.5%	86.0%	84.4%	88.5%	92.0%	92.6%	83.0%	84.1%
1st Pays in 14/21 days - intrastate	87%	87.6%	88.4%	84.8%	86.4%	84.7%	89.1%	92.9%	93.6%	82.9%	84.3%
1st Pays in 14/21 days - interstate	70%	72.1%	70.9%	78.7%	79.5%	79.7%	78.1%	77.3%	72.6%	87.9%	84.9%
1st Pays in 35 days (combined)	95%	96.5%	96.7%	95.1%	96.1%	95.8%	96.6%	96.9%	97.7%	96.1%	96.9%
1st Pays in 35 days - intrastate	93%	96.2%	96.0%	95.2%	96.2%	95.8%	96.7%	97.0%	97.8%	96.0%	96.8%
1st Pays in 35 days - interstate	78%	92.6%	93.0%	93.9%	93.8%	93.2%	93.4%	92.3%	91.7%	96.7%	96.8%
Nonmonetary Determinations											
Separation Determinations within 21 days	80%	59.9%	55.2%	44.4%	44.8%	52.9%	60.1%	87.0%	86.2%	54.9%	54.5%
Nonseparation Determinations within 14 days	80%	58.6%	61.0%	37.3%	36.3%	42.1%	40.9%	88.2%	87.9%	61.7%	67.7%
Nonmonetary Determinations scoring > 80 pts	75%	71.5%	72.0%	65.0%	59.6%	66.5%	60.0%	78.4%	76.4%	69.6%	69.2%
Lower Authority Appeals											
LA decisions within 30 days	60%	97.0%	97.3%	64.4%	66.6%	77.7%	81.4%	96.4%	96.9%	67.8%	53.2%
LA decisions within 45 days	80%	99.5%	99.4%	87.1%	87.8%	90.3%	91.8%	99.4%	99.4%	85.5%	78.6%
LA decisions within 90 days	95%	99.9%	99.9%	98.7%	98.6%	99.2%	98.9%	99.8%	99.8%	95.8%	94.4%
LA benefit appeals with combined scores > 85%	80%	85.0%	96.3%	90.0%	96.4%	90.0%	92.5%	100.0%	90.0%	81.6%	77.7%
Higher Authority Appeals											
HA decisions within 45 days	50%	89.5%	90.8%	93.2%	90.0%	95.0%	93.4%	90.9%	89.4%	81.3%	78.7%
HA decisions within 75 days	80%	95.6%	97.1%	99.3%	98.8%	100.0%	99.5%	95.6%	96.4%	97.0%	95.7%
HA decisions within 150 days	95%	97.9%	98.9%	100.0%	99.9%	100.0%	100.0%	98.7%	99.2%	99.6%	99.4%
Tax/Cash Management											
New status determinations made within 90 days	60%	75.9%	71.2%	83.5%	80.3%	86.1%	85.8%	73.4%	74.7%	79.6%	76.4%
New status determinations made within 180 days	80%	90.8%	85.6%	92.2%	88.2%	92.6%	91.7%	90.0%	87.6%	91.4%	88.0%
Days' worth of deposits in Clearing Account	<= 2 days	1.8	1.8	2.0	2.1	0.4	0.8	0.5	0.6	1.4	1.4
Annual Ratio	<= 1.75	1.18	0.78	1.62	1.73	-1.26	-0.75	0.77	0.93	1.67	1.44
GPRA Performance											
UI Reciprocity Rate	NA	39.4%	43.3%	25.5%	25.3%	19.5%	22.0%	26.1%	22.5%	26.7%	26.8%
BAM Wage Replacement Ratio	NA	51.9%	52.6%	41.9%	41.3%	47.1%	47.4%	51.1%	51.0%	52.6%	54.0%
UI claimants registered with ES (BAM)	NA	51.2%	44.7%	89.2%	87.1%	86.4%	87.3%	100.0%	96.7%	84.9%	84.1%

^ Measure is calculated on a yearly basis only

* Data not available

UI QUARTERLY MANAGEMENT REPORT

REGION VII

Report Period: October 1, 1998 to September 30, 1999

Rundate: 22-Dec-1999

TIER I AND GPRA MEASURES	CRITERION	IA		KS		MO		NE	
		Last Qtr	All Qtrs	Last Qtr	All Qtrs	Last Qtr	All Qtrs	Last Qtr	All Qtrs
First Payment Timeliness									
1st Pays in 14/21 days (combined)	90%	90.6%	92.6%	79.2%	80.5%	89.8%	88.5%	93.4%	94.6%
1st Pays in 14/21 days - intrastate	87%	91.3%	93.6%	79.4%	80.4%	90.0%	88.7%	94.4%	95.5%
1st Pays in 14/21 days - interstate	70%	81.6%	81.1%	67.2%	73.3%	82.2%	84.3%	80.9%	81.4%
1st Pays in 35 days (combined)	95%	97.1%	97.4%	95.9%	96.0%	97.7%	97.6%	99.2%	99.3%
1st Pays in 35 days - intrastate	93%	97.8%	98.1%	95.9%	96.1%	97.8%	97.6%	99.3%	99.4%
1st Pays in 35 days - interstate	78%	93.9%	92.7%	93.8%	93.4%	93.5%	95.9%	98.1%	97.5%
Nonmonetary Determinations									
Separation Determinations within 21 days	80%	43.4%	60.5%	55.5%	58.8%	73.5%	67.5%	66.0%	68.3%
Nonseparation Determinations within 14 days	80%	81.4%	81.9%	52.4%	54.6%	86.0%	87.3%	72.8%	78.2%
Nonmonetary Determinations scoring > 80 pts	75%	77.4%	76.7%	53.3%	60.7%	87.4%	72.1%	63.3%	66.1%
Lower Authority Appeals									
LA decisions within 30 days	60%	84.4%	86.7%	86.1%	87.9%	80.4%	73.8%	99.8%	99.2%
LA decisions within 45 days	80%	92.0%	93.5%	94.9%	96.4%	95.0%	93.6%	99.8%	99.4%
LA decisions within 90 days	95%	97.8%	98.1%	99.5%	99.6%	99.5%	99.4%	100.0%	99.7%
LA benefit appeals with combined scores > 85%	80%	94.4%	97.4%	100.0%	97.5%	100.0%	97.5%	100.0%	100.0%
Higher Authority Appeals									
HA decisions within 45 days	50%	80.8%	82.1%	85.8%	91.9%	68.9%	48.3%	0.0%	0.0%
HA decisions within 75 days	80%	99.1%	99.3%	98.9%	99.5%	93.1%	86.7%	0.0%	0.0%
HA decisions within 150 days	95%	100.0%	99.7%	100.0%	100.0%	98.9%	99.1%	0.0%	0.0%
Tax/Cash Management									
New status determinations made within 90 days	60%	65.3%	64.4%	99.0%	98.9%	71.0%	68.3%	82.5%	84.0%
New status determinations made within 180 days	80%	85.0%	80.4%	99.5%	99.7%	87.1%	82.7%	93.6%	94.5%
Days' worth of deposits in Clearing Account	<= 2 days	2.3	2.3	3.9	2.1	1.3	1.3	1.8	1.9
Annual Ratio	<= 1.75	1.41	1.46	4.05	2.08	0.03	0.09	1.23	1.42
GPRA Performance									
UI Recipency Rate	NA	37.3%	42.2%	30.1%	28.4%	38.3%	42.7%	25.5%	30.0%
BAM Wage Replacement Ratio	NA	50.6%	49.9%	51.0%	53.1%	42.8%	43.2%	48.9%	45.2%
UI claimants registered with ES (BAM)	NA	53.3%	43.3%	72.6%	67.0%	80.8%	72.1%	65.6%	62.7%

^ Measure is calculated on a yearly basis only

* Data not available

UI QUARTERLY MANAGEMENT REPORT

REGION VIII

Report Period: October 1, 1998 to September 30, 1999

Rundate: 22-Dec-1999

TIER I AND GPRA MEASURES	CRITERION	CO		MT		ND		SD		UT		WY	
		Last Qtr	All Qtrs	Last Qtr	All Qtrs	Last Qtr	All Qtrs	Last Qtr	All Qtrs	Last Qtr	All Qtrs	Last Qtr	All Qtrs
First Payment Timeliness													
1st Pays in 14/21 days (combined)	90%	89.8%	90.6%	88.6%	91.8%	94.1%	97.5%	90.2%	92.0%	97.6%	96.3%	91.0%	93.6%
1st Pays in 14/21 days - intrastate	87%	90.4%	90.9%	88.9%	92.0%	94.3%	98.0%	90.7%	92.8%	97.8%	96.5%	92.6%	94.8%
1st Pays in 14/21 days - interstate	70%	81.5%	86.1%	76.7%	78.5%	92.7%	88.9%	69.9%	80.1%	94.4%	92.0%	76.0%	82.8%
1st Pays in 35 days (combined)	95%	96.3%	96.9%	96.4%	97.9%	96.9%	99.2%	97.6%	98.1%	99.8%	99.7%	97.9%	98.5%
1st Pays in 35 days - intrastate	93%	96.6%	96.9%	96.3%	97.8%	97.1%	99.4%	97.5%	98.2%	99.8%	99.8%	98.4%	98.7%
1st Pays in 35 days - interstate	78%	92.9%	95.7%	94.2%	94.3%	96.4%	97.0%	95.9%	95.5%	99.6%	99.0%	93.3%	96.0%
Nonmonetary Determinations													
Separation Determinations within 21 days	80%	37.2%	37.8%	79.9%	63.8%	43.5%	39.7%	81.6%	76.6%	87.3%	76.0%	83.0%	80.0%
Nonseparation Determinations within 14 days	80%	56.7%	59.4%	67.4%	63.5%	85.5%	89.3%	68.3%	71.3%	71.3%	64.8%	71.8%	70.3%
Nonmonetary Determinations scoring > 80 pts	75%	48.9%	45.4%	90.3%	81.0%	*	58.8%	66.8%	77.7%	*	76.9%	*	79.0%
Lower Authority Appeals													
LA decisions within 30 days	60%	83.7%	84.0%	81.5%	77.9%	72.5%	86.4%	82.8%	47.7%	53.1%	68.5%	88.3%	92.2%
LA decisions within 45 days	80%	93.6%	94.2%	96.1%	94.4%	94.6%	97.1%	95.5%	81.2%	88.3%	93.2%	97.4%	98.6%
LA decisions within 90 days	95%	99.1%	99.1%	99.6%	99.4%	99.3%	99.9%	100.0%	98.7%	98.1%	99.2%	100.0%	99.9%
LA benefit appeals with combined scores > 85%	80%	100.0%	100.0%	*	94.8%	*	95.0%	95.0%	93.8%	95.0%	96.2%	73.7%	75.9%
Higher Authority Appeals													
HA decisions within 45 days	50%	60.3%	55.2%	35.6%	43.4%	98.5%	98.1%	100.0%	96.9%	74.4%	75.3%	52.8%	66.3%
HA decisions within 75 days	80%	97.9%	93.6%	94.5%	92.5%	100.0%	100.0%	100.0%	100.0%	91.9%	95.8%	97.2%	98.9%
HA decisions within 150 days	95%	100.0%	98.3%	100.0%	99.6%	100.0%	100.0%	100.0%	100.0%	99.4%	99.8%	100.0%	100.0%
Tax/Cash Management													
New status determinations made within 90 days	60%	96.1%	95.4%	89.6%	88.6%	71.5%	70.2%	79.5%	71.9%	87.1%	87.5%	84.5%	83.2%
New status determinations made within 180 days	80%	98.0%	97.5%	97.2%	93.7%	90.9%	85.5%	91.2%	84.4%	92.7%	91.6%	92.8%	90.6%
Days' worth of deposits in Clearing Account	<= 2 days	1.8	1.4	1.1	1.5	0.9	0.9	2.1	2.1	1.5	1.6	1.2	2.6
Annual Ratio	<= 1.75	1.88	1.66	1.32	1.44	1.37	1.39	1.86	1.94	0.41	*	0.09	0.22
GPRA Performance													
UI Reciprocity Rate	NA	22.4%	23.1%	26.5%	33.2%	30.2%	44.6%	18.2%	22.9%	23.7%	28.6%	19.6%	27.3%
BAM Wage Replacement Ratio	NA	46.6%	48.8%	41.7%	42.3%	45.4%	47.4%	45.6%	46.1%	47.4%	47.9%	47.6%	46.9%
UI claimants registered with ES (BAM)	NA	77.5%	73.6%	35.2%	35.3%	95.6%	98.9%	63.3%	64.5%	63.5%	57.4%	93.3%	92.7%

^ Measure is calculated on a yearly basis only

* Data not available

UI QUARTERLY MANAGEMENT REPORT

REGION IX

Report Period: October 1, 1998 to September 30, 1999

Rundate: 22-Dec-1999

TIER I AND GPRA MEASURES	CRITERION	AZ		CA		HI		NV	
		Last Qtr	All Qtrs	Last Qtr	All Qtrs	Last Qtr	All Qtrs	Last Qtr	All Qtrs
First Payment Timeliness									
1st Pays in 14/21 days (combined)	90%	95.2%	95.1%	84.3%	86.4%	86.2%	86.5%	87.2%	88.7%
1st Pays in 14/21 days - intrastate	87%	96.0%	96.0%	85.1%	87.2%	88.2%	88.9%	88.2%	90.6%
1st Pays in 14/21 days - interstate	70%	79.0%	78.3%	72.7%	75.6%	78.9%	72.8%	74.2%	68.2%
1st Pays in 35 days (combined)	95%	98.2%	98.2%	96.5%	96.9%	97.0%	97.3%	96.1%	95.8%
1st Pays in 35 days - intrastate	93%	98.4%	98.4%	96.7%	97.0%	97.1%	97.6%	96.8%	96.6%
1st Pays in 35 days - interstate	78%	94.1%	93.9%	93.6%	93.8%	95.1%	94.4%	87.3%	86.7%
Nonmonetary Determinations									
Separation Determinations within 21 days	80%	94.9%	95.1%	84.4%	87.4%	78.3%	75.8%	58.1%	65.0%
Nonseparation Determinations within 14 days	80%	78.7%	80.8%	66.4%	70.7%	74.7%	75.8%	52.7%	49.8%
Nonmonetary Determinations scoring > 80 pts	75%	74.4%	67.9%	20.1%	32.2%	91.3%	87.2%	64.4%	56.7%
Lower Authority Appeals									
LA decisions within 30 days	60%	83.8%	81.6%	73.3%	64.2%	74.7%	72.3%	84.5%	85.6%
LA decisions within 45 days	80%	95.8%	95.8%	87.9%	82.0%	89.5%	87.1%	96.0%	96.1%
LA decisions within 90 days	95%	98.8%	98.9%	96.0%	92.8%	97.9%	96.6%	99.6%	99.6%
LA benefit appeals with combined scores > 85%	80%	100.0%	98.7%	92.5%	85.4%	95.0%	75.9%	95.0%	96.1%
Higher Authority Appeals									
HA decisons within 45 days	50%	90.1%	89.8%	61.6%	47.5%	0.0%	0.0%	80.3%	72.8%
HA decisons within 75 days	80%	96.9%	96.7%	90.2%	69.1%	0.0%	0.0%	97.2%	92.4%
HA decisons within 150 days	95%	99.5%	98.2%	99.3%	95.1%	0.0%	0.0%	100.0%	99.7%
Tax/Cash Management									
New status determinations made within 90 days	60%	48.2%	58.7%	91.9%	91.3%	88.5%	88.1%	85.4%	85.5%
New status determinations made within 180 days	80%	76.4%	81.7%	96.4%	96.3%	93.4%	91.6%	92.7%	91.2%
Days' worth of deposits in Clearing Account	<= 2 days	3.1	2.0	1.1	0.9	0.8	0.9	3.3	3.1
Annual Ratio	<= 1.75	2.39	1.36	2.00	0.69	0.10	0.77	1.65	1.50
GPRA Performance									
UI Recipency Rate	NA	22.4%	21.5%	38.7%	40.9%	33.3%	33.8%	45.2%	49.6%
BAM Wage Replacement Ratio	NA	48.6%	45.2%	36.5%	38.3%	56.7%	54.5%	42.7%	44.1%
UI claimants registered with ES (BAM)	NA	71.8%	76.6%	0.0%	2.1%	62.2%	62.0%	21.7%	21.5%

^ Measure is calculated on a yearly basis only

* Data not available

UI QUARTERLY MANAGEMENT REPORT **REGION X**

Report Period: October 1, 1998 to September 30, 1999

Rundate: 22-Dec-1999

TIER I AND GPRA MEASURES	CRITERION	AK		ID		OR		WA	
		Last Qtr	All Qtrs	Last Qtr	All Qtrs	Last Qtr	All Qtrs	Last Qtr	All Qtrs
First Payment Timeliness									
1st Pays in 14/21 days (combined)	90%	88.8%	89.8%	96.3%	96.4%	93.9%	94.7%	86.4%	93.9%
1st Pays in 14/21 days - intrastate	87%	90.3%	91.4%	96.3%	96.4%	94.1%	94.9%	87.1%	94.6%
1st Pays in 14/21 days - interstate	70%	87.3%	87.9%	85.1%	87.5%	92.7%	92.8%	62.1%	77.2%
1st Pays in 35 days (combined)	95%	96.8%	97.3%	98.9%	99.0%	98.2%	98.5%	96.0%	98.4%
1st Pays in 35 days - intrastate	93%	96.9%	97.5%	98.9%	99.0%	98.3%	98.6%	96.1%	98.5%
1st Pays in 35 days - interstate	78%	97.0%	97.2%	93.9%	96.0%	96.4%	97.5%	88.7%	94.2%
Nonmonetary Determinations									
Separation Determinations within 21 days	80%	94.3%	95.7%	84.8%	79.9%	84.2%	84.5%	54.9%	63.4%
Nonseparation Determinations within 14 days	80%	87.4%	89.8%	83.6%	87.2%	65.4%	70.6%	73.2%	82.4%
Nonmonetary Determinations scoring > 80 pts	75%	76.9%	71.2%	89.4%	91.4%	*	72.6%	54.0%	53.4%
Lower Authority Appeals									
LA decisions within 30 days	60%	77.3%	75.5%	89.3%	60.1%	73.2%	80.6%	67.6%	63.3%
LA decisions within 45 days	80%	94.8%	93.8%	98.1%	92.5%	88.0%	91.0%	84.8%	83.6%
LA decisions within 90 days	95%	100.0%	99.8%	99.9%	99.3%	98.4%	98.5%	94.8%	95.5%
LA benefit appeals with combined scores > 85%	80%	85.0%	93.8%	85.0%	84.8%	100.0%	97.5%	0.0%	96.6%
Higher Authority Appeals									
HA decisons within 45 days	50%	51.2%	56.0%	89.8%	62.9%	92.5%	91.1%	97.1%	97.8%
HA decisons within 75 days	80%	85.4%	90.5%	97.7%	71.0%	96.3%	96.2%	99.3%	99.4%
HA decisons within 150 days	95%	95.1%	97.6%	98.4%	76.0%	99.8%	99.8%	100.0%	100.0%
Tax/Cash Management									
New status determinations made within 90 days	60%	87.4%	83.7%	89.8%	88.5%	85.2%	84.5%	86.3%	87.4%
New status determinations made within 180 days	80%	95.2%	91.5%	96.4%	93.0%	92.3%	90.3%	97.5%	94.6%
Days' worth of deposits in Clearing Account	<= 2 days	1.5	1.7	2.5	2.9	1.7	1.3	2.2	2.1
Annual Ratio	<= 1.75	0.27	0.32	1.96	2.67	2.76	1.98	1.48	1.54
GPRA Performance									
UI Reciprocity Rate	NA	57.6%	69.5%	29.5%	40.7%	39.7%	44.8%	46.5%	55.7%
BAM Wage Replacement Ratio	NA	32.2%	31.7%	50.0%	49.6%	47.7%	48.3%	54.6%	51.9%
UI claimants registered with ES (BAM)	NA	42.9%	43.8%	65.0%	56.3%	99.1%	99.3%	78.0%	72.9%

^ Measure is calculated on a yearly basis only

* Data not available